

FREQUENTLY ASKED QUESTIONS ABOUT SNOW PLOWING



Who do I call to report snowplowing problems?

Call Cottonwood Heights at **801-944-7000** Monday - Friday from 8 a.m. to 5 p.m. We will address your concerns as soon as possible. However, we will not alter the snowplow driver routes during a storm. Our drivers are working in assigned areas and won't stop plowing in one area to move to another. This would be a very inefficient system and greatly increase the chance of missing roads on the routes.

Will the city fix my broken mailbox?

If our snowplow drivers hit the mailbox with a plow, we will repair or replace it. This is rare, as the mailbox is behind the curb and gutter. Over time, mailbox posts or stands rot and become unstable and may fall over when a plow blade pushes snow nearby. If this occurs, the city will not replace this mailbox. Homeowners are responsible for ensuring the mailbox is sturdy, in good condition, and can withstand harsh winter conditions.

Does the city plow snow on holidays, nights and weekends?

Our policy is to plow when there is a snowstorm. Snowplow drivers work all holidays and weekends necessary to ensure residents can safely drive in the city.

Why can't I blow the snow from my driveway and sidewalk into the city street?

When residents blow the snow from their driveways and sidewalks into the street after drivers have plowed, it creates ice patches dangerous to drivers. Blow the snow onto your lawn instead to keep the roads clear.

Why do plows move snow to areas I just shoveled, and am I responsible for those areas?

Snowplow drivers will make every effort to avoid plowing snow onto sidewalks and driveway entrances or in front of mailboxes. However, there are times drivers can't avoid this, especially when cars park on the street. Residents are responsible for clearing this snow and removing all snow or ice from sidewalks and driveways within 24 hours of the end of a storm. Review Cottonwood Heights code section 14-32-060.

Why is there ice on the road after the plows clear snow in the area?

The ice remaining on the road after a plow has cleared snow in an area is compacted ice from traveling cars. Once snow has compacted and become ice, a snowplow blade will have no effect on the ice until it starts to melt.

Why doesn't Cottonwood Heights plow every residential street during every storm?

Although our policy is plowing every city road within 24 hours after a storm ends, our drivers don't plow every road during the storm, depending on its duration and intensity. If the storm lasts a long time or more than one inch of snow falls per hour, the plows will work on the high-volume areas, hills, and school bus routes until the snow subsides.

What if I am elderly or can't shovel snow from my sidewalk or driveway?

When a resident can't remove snow from their property, he or she should make arrangements with a relative, friend, neighbor, church, synagogue, or community group for help. The public works department does not have the resources or time to clear thousands of private driveways or sidewalks.

What is the city's policy 24 hours after the storm has ended?

When a storm has ended and we have cleared and opened city roads within the 24-hour allotment, public works staff comes back the next day to clean up. This involves pushing snow back in areas that need more space and salting and scraping ice-packed roads.

Who is responsible for clearing sidewalks in front of city-owned property?

The Cottonwood Heights Parks and Recreation District clears sidewalks along Cottonwood Heights property. If you notice a snow-clearing issue on these sidewalks, call city hall at **801-944-7000**.

What does the public works department use to de-ice the streets?

The public works department uses de-icing salt on the roads. They don't use sand due to the high cost and substantial environmental impact. City crews are trained in sensible salting techniques, and all snowplow trucks are calibrated to spread only the amount of de-icing salt required to de-ice the roadways.

Why did I see a Cottonwood Heights snowplow driving around during the storm with its blade up?

The public works department's goal is plowing streets systematically and efficiently. When snowplows move from one location to another to re-load salt, they lose weight (ballast) in the truck and lift their plows to go reload. Drivers will also have their plows lifted if roads are ice-packed and they are salting instead of plowing.

Why doesn't the city plow Wasatch Blvd?

Wasatch Blvd is a state road and maintained by the Utah Department of Transportation (UDOT). We will sometimes salt the hill to help with ice control, but as a rule, we do not plow a state highway.

Will the city clear snow in front of mailboxes if the post office will not deliver mail?

Homeowners or homeowner associations are responsible for clearing the sidewalks around mailboxes. If the carrier is not delivering mail to a residence, contact the postmaster to file a complaint.